# TenPlus Systems

About TenPlus Systems

For over twenty-five years, TenPlus Systems has been North Carolina's premier Apple solutions provider, serving thousands of clients located throughout North Carolina and southern Virginia. **Locally owned and operated,** TenPlus is anchored with more than **150 years of combined technical experience** in the technology industry. Our team focuses on providing the best possible combination of hardware, software and technical services to fit your needs.

TenPlus is consistently **recognized by Apple** for Service Excellence and Outstanding Customer Service & Support. TenPlus is also authorized by serveral other industry brands. TenPlus is a perfect fit for small and medium businesses and educational institutions **(K-12, Private and Higher Ed).** Our focus with educational clients is to enhance the overall learning experience by empowering both students and faculty

Service, Repair & Upgrades
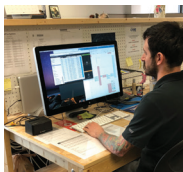
As an **Apple Authorized Service Provider (AASP),** TenPlus provides both **Carry-In and On-Site** service on Apple products. In fact, when your Mac needs service and you are on the phone with Apple Support, you can request TenPlus as your service provider. TenPlus service technicians are fully certified by Apple on both hardware and software. TenPlus technicians are also certi-fied to provide warranty and non-warranty repair on desktops, lap-tops, and servers from Lenovo.

TenPlus technicians are experts at **upgrading your computer system.** Our team keeps a variety of upgrades in stock to meet your growing technology needs including: RAM, Hard Drives, Expansion Cards, Cables, Accessories, Software and much more, all at very competitive pricing. If we don't have it in stock, we'll get it fast.

In addition to providing exceptional customer service and expert hardware repair, our **CORE Services Team** provides a variety of value added services including Mac Optimization, Data Recovery, Free Recycling, One on One Training and Support.

At TenPlus, you'll find us **Quite Convenient and Service Oriented.** No malls, no crowded parking lots, pull right up to the front door. We'll even help you unload your gear or carry it out to your vehicle after your completed transaction.

Audio/Video Editing Systems

The **Priority Service** team at TenPlus designs and deploys high performance workstations for advanced Audio/Video capture, storage, editing, production, and distribution. Our **Priority Service** team provides needs assessment, workstation engineering, integration and installation, and priority based service & support for our AV clients.

The **Priority Service** team proudly engineers solutions utilizing hardware and software products from Apple, Adobe, AJA, APC, Sonnet, Sony, and many others.

Workgroup Solutions

In your Mac Workgroup Environment (whether 5 or 50 users), the **Priority Service team** has the experience and knowledge to efficiently support, service and maintain your workgroup environment. TenPlus workgroup strategies include: Workstation Standardization, Asset and Software license tracking, VMware configurations, Font Management, Color Management, Data & File Management, Data Backup & Archive Systems, Preventive Maintenance, Workstation Optimization, Application specific Advice and Training, Remote VPN Access and Remote Management.

Network & Server Solutions

The **Priority Service** team at TenPlus works closely with our clients to create superior IT solutions that fit the client's needs and budget. Our clients truly benefit from our up-to-date certifications, product knowledge, and wealth of experience. At TenPlus, our **Priority Service** team maintains certifications and integrates product solutions from industry leaders including; Apple, Cisco, Microsoft, Lenovo, Barracuda, Adobe, Grandstream, and many more.

Our process begins with evaluating your existing environment and investigating your network and server needs. The evaluation is followed by engineering, planning, installation and deployment.

Once the install is complete, TenPlus can establish network level monitoring to insure uptime, data security and net-work integrity.

The unmatched team expertise at TenPlus with MacOS Server, Windows Servers, Security, Cloud Services, Workgroup Storage and Data Backup, Network Routing, Infrastructure and Cabling es-tablishes TenPlus as a full service IT partner for your organization.

The **Priority Service** team services are available on a **Time & Material Basis, or Managed Service Contracts.** Research, Consulting, Planning, Budgeting and Project Management are also available.

TenPlus Systems

North Carolina's **Premier Source** For Technology Sales, Service and Support!

Value Added Reseller

Network & Server Solutions

Microsoft® CERTIFIED *Partner*

Providing certified expertise for:

- Superior Service and Support
  - *Concierge-level managed service support*
  - *Guaranteed Pre-scheduled visits*
  - *Access to a team of certified IT professionals*
  - *Preventive Maintenance*

- Expert Evaluation & Analysis
  - *On-site assesment of existing network infrastructure*
  - *Internet connectivity consultation & examination*
  - *Backup consultation & deployment strategies*

- Server platforms
  - *MacOS Server*
  - *Windows Server*
  - *Apple servers & storage solutions*
  - *Lenovo servers & storage solutions*
  - *Web hosting (virtual server, email & spam/virus filtering)*

Microsoft Windows Server 2016

- Network infrastructure
  - *Routing & switching appliances*
  - *Firewall & Anit-virus appliances*
  - *VPN solutions*
  - *Wireless bridges & access points*
  - *Web Content Filtering*

- Technicians Certified by:
  - *Apple, Cisco, Meraki, Microsoft, Barracuda, Aerohive, Grandstream Phone Systems*

- Managed Services
  - *Remote network administration & monitoring*
  - *Software Licensing & Management*
  - *Asset Procurement & Management*
  - *Project Management*
  - *Local help desk & call center*

- Advanced Configurations
  - *Cross-platform Mac/Windows integration*
  - *Router, firewall & switch programming and troubleshooting*
  - *Wireless solutions (point-to-point and multipoint)*
  - *Apple & Microsoft directory services technology*

- Complete backup solutions
  - *LTO Tape Solutions*
  - *Symantec Backup Exec*
  - *Archiware Data Management*
  - *Disk-to-tape (D2T)*
  - *Disk-to-disk-to-tape (D2D2T)*
  - *TenPlus Cloud backup solutions*

- TenPlus staff certifications:
  - *CompTIA A+*
  - *CompTIA Net+*
  - *CompTIA Security+*
  - *CompTIA Mobility+*
  - *Cisco CCNA*
  - *Microsoft Technology Associate*
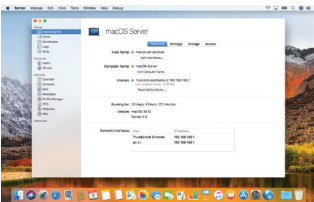
Authorized Partners

Apple **Authorized Service Provider**

Adobe

Microsoft®

CISCO™

Barracuda®

GRANDSTREAM CONNECTING THE WORLD

lenovo

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